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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

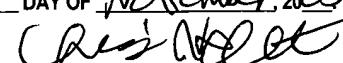
Applicant : Brent Magouirk et al.  
Applic No.: 10/052,577  
Filed : January 18, 2002  
For : CUSTOMER MANAGEMENT SYSTEM  
Docket No.: S77.12-0002

Group Art Unit: 2166  
Examiner:

**THIRD STATUS INQUIRY**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

I HEREBY CERTIFY THAT THIS PAPER IS  
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1<sup>st</sup> DAY OF November, 2005  
  
PATENT ATTORNEY

Sir:

More than 45 months have passed since the filing of this application on January 18, 2002.

No further communication has been received from the Patent and Trademark Office. Kindly advise the undersigned of the present status of this application by checking the appropriate boxes below and providing the information requested.

**STATUS INQUIRY REPLY**

Application Serial No. 10/052,577 is currently assigned to Group 2166

Action by the Examiner is expected by \_\_\_\_\_  
 An office action was mailed on \_\_\_\_\_

Respectfully submitted,

WESTMAN, CHAMPLIN & KELLY, P.A.

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CLH:rkp